July 23, 2024

Lorena I. Delos Reyes

C2 Sampaguita drive, Santa Catalina,

Zamboanga City,

Cp.No. 0975 307 0090

PLDT Sales and Services Center

PLDT Bldg, Mayor Jaldon Street,

Zamboanga City

To whom it may concern,

I Ms. Lorena I. Delos Reyes would like to request to transfer the bill that I have paid on the SMART and SUN with reference number BP-071724-BKVAD amounting of Two Thousand pesos (P2,000.00) last July 17, 2024, to transfer it on my billing of PLDT HOME Lines with Telephone Lines of 062 9918257 that costing on P1,999.01.

Due to coincidence, I have mistakenly paid on the SMART AND SUN Account thinking that it was the PLDT already, but I have notice that I still don’t have internet access, so I went to your office and ask about the problem. Now I am requesting if it is still possible that what I have paid on the Smart and Sun could be transferable on my PLDT bill cause that is what I need to pay.

Hoping for your kind consideration.

Sincerely yours,

LORENA I. DELOS REYES

A hand holding a phone

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A screenshot of a computer screen

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